



September 30, 2022

**To: Carlisle SynTec Systems' Manufacturer's Representatives, Distributors, and Authorized Applicators**

**Re: Carlisle SynTec Systems' Field Communication: Reminder on Guidelines and Policies**

Carlisle's goal is to provide proactive and regular communication to our customers, and we recognize with the increased communication regarding supply chain and industry updates, it was appropriate to provide a reminder on policies we have in place. This communication will serve as a reference for:

- Carlisle's freight charges and guidelines for material shipping from Carlisle facilities
- Carlisle membrane and ISO plant pick-up guidelines
- Carlisle's cancellation policy

**Freight Charges and Guidelines for Material Shipping from Carlisle Facilities**

Current freight charges for membrane and accessory shipments via flatbed:

Amount	Description
\$400.00	Freight Surcharge – Less Than 100 Miles
\$500.00	Freight Surcharge – Over 100 Miles
\$75.00	Fuel Surcharge – Less Than 100 Miles
\$275.00	Fuel Surcharge – Over 100 Miles*
\$100.00	Stop Off Fee (if applicable)
\$150.00	HazMat Charge (if applicable, over 1,000 lbs. of hazardous material)
\$200.00	Saturday Charge (if applicable)

*\*Please verify with your OMS as fuel will fluctuate with the market and is based on the Department of Energy weekly report that is published by the government*

Warehouse delivery requirements are a minimum of 35,000 lbs. – minimum weight can be met by combining two warehouse stops. Minimum weight of 5,000 lbs. per stop is required. Stops must be within 100 miles of each other.

If minimum requirements are not met, the customer is required to pay the full cost of the flatbed shipment.

Jobsite delivery requirements are a minimum of 24,000 lbs. – minimum weight can be met by combining two stops (for example: the jobsite and distributor's warehouse or the jobsite and the contractor's shop, etc.)

If minimum requirements are not met, the customer is required to pay the full cost of the flatbed shipment.

Maximum weight for a truckload is 42,000 lbs.

Orders that are 10,000 lbs. or more are required to ship via flatbed.



### Current Freight Charges for ISO Shipments Shipped Via Flatbed

Amount	Description
\$400.00	Freight Surcharge – Less Than 100 Miles
\$500.00	Freight Surcharge – Over 100 Miles
\$75.00	Fuel Surcharge – Less Than 100 Miles
\$275.00	Fuel Surcharge – Over 100 Miles*
\$100.00	Stop Off Fee (if applicable)
\$50.00	Saturday Charge (if applicable)
\$100.00	Sunday Charge (if applicable)
\$50.00	Deficit Freight – Charged per unit short of a full truck load

24 units of 4'x8' or 48 units of 4'x4' is a full truck and can be combined between two stops. If the minimum requirements are not met, customer/distributor will be billed a deficit freight charge for each missing unit.

### Current LTL Shipment Information

- Orders shipped via LTL will have freight charges passed on to the customer
- LTL delivery dates are never guaranteed
- A guaranteed shipment can be requested at a more expensive rate; however, this does not ensure the delivery date will be met and is not available in all parts of the country
- Check with your Order Management Specialist if you have questions about guaranteed service
- Next-day and second-day air shipments are available. However, hazardous material cannot ship via air or parcel service
- Hazmat Charges
  - Flatbed/Truckload – when there are 1,000 or more lbs. of hazmat materials on a truckload, the truck will be considered hazardous, and the customer will incur a hazmat charge
  - LTL- if hazmat material is on an LTL shipment the entire shipment will be considered hazmat and may be subject to a higher shipping charge
  - Hazardous material cannot ship via air

### Carlisle Membrane and ISO Plant Pick-Up Guidelines

Carlisle SynTec Systems has implemented the following customer pick-up guidelines for orders. These guidelines will help streamline product availability in our warehouses for our customers.

1. Customer pick-ups will be scheduled on a specific date. Purchase orders received without a requested pickup date will not be confirmed until a pickup date is scheduled. Current plant pick-up times are as follows:

Membrane Plants	Days	Begin	End	Time Zone
Senatobia	M-F	7:00AM	2:30PM	CST
Carlisle	M-F	7:00AM	2:30PM	EST
Greenville	M-F	7:00AM	2:00PM	CST
Tooele	M-F	8:00AM	3:30PM	MST



ISO Plants	Days	Begin	End	Time Zone
Montgomery	M-F	7:00AM	5:00PM	EST
Smithfield	M-F	7:00AM	3:00PM	EST
Franklin Park	M-F	6:00AM	3:00PM	CST
Lake City	M-F	7:00AM	2:30PM	EST
Terrell	M-F	8:00AM	3:30PM	CST
Tooele	M-F	7:30AM	3:30PM	MST
Puyallup	M-F	7:00AM	3:00PM	PST

2. We ask that, whenever possible, orders are picked up on the scheduled date. However, a five-business-day flexibility period is included in all pickup dates to accommodate any trucking difficulties that may occur.
  - a. If the order is not picked up within five business days of the scheduled pickup date, the customer will be contacted to reschedule.
  - b. If no response is received within 24 hours, the order will automatically be re-scheduled for pickup two weeks later. A confirmation with the new pickup date will be sent to the customer.
3. Customer pick-ups may be rescheduled once. If the product has not been picked up within five business days following this second scheduled date, the order will be cancelled, and cancellation fees may apply. A new purchase order with valid quote must be submitted to reorder product.
4. Custom-made and non-standard items are not able to be rescheduled. Customers must pick up orders that contain custom-made or non-standard items. Cancellation fees may apply to orders cancelled per this process.
5. For customers that are picking up membrane rolls: a truck or trailer with stake pockets is required. Due to safety, we will not load trucks or trailers without this.

### Carlisle's Cancellation Policy

To ensure our plants run as efficiently as possible and can support customer demand, Carlisle instituted an order cancellation policy, which became effective October 20, 2021. Orders cancelled less than three weeks prior to the scheduled shipment date will be assessed the following charge:

Order	Penalty
Truckload of Membrane & Accessories	\$5,000
Truckload of Polyiso	\$2,500
LTL Order \$10,000 or over	\$2,500
LTL Order \$9,999 or under	\$1,000

Customers may not push out ship dates, or make changes to items or quantities, within the three-week window. We believe it is important to proactively manage order cancellations to better align true market demand with our manufacturing schedule. This will help to reduce bottlenecks in our plants and improve our ability to provide customers with the Carlisle products they need when they need them.



We appreciate your continued support of Carlisle SynTec Systems. Please direct questions regarding this announcement to your Carlisle Regional Sales Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Somers", with a long horizontal line extending to the right.

Kevin Somers  
Director of Sales  
Carlisle SynTec Systems